

**Position Title:** GSO Assistant Property  
**Employee's Name:** Vacant

**Position Number:** A52004  
**Position Grade:** FSN-7

### **13. BASIC FUNCTION OF POSITION:**

The GSO Assistant is responsible for the GSO property operations and warehouse. Supervises two LES staff in the property section. The incumbent is also responsible for monitoring CMI metrics, ensuring ICASS service standards are met and formulating and administering plans to improve delivery of ICASS services across all GSO sections. The GSO Assistant works with all sections of GSO including Procurement, Travel, Shipping/Customs, Housing, Property, and Facilities Maintenance to provide excellent service to ICASS subscribers. S/he is the main ICASS customer service contact representing all GSO sections. S/he is the primary point of contact for the landlords of currently leased residences. Briefs the GSO and Management Officer on all aspects of operations and customer service issues. The GSO Assistant acts as COR for Property related contracts and assigns duties to contractors in the absence of the GSO and GSO Specialist.

Backs up the GSO Specialist in all duties.

Manages USD 1,500.00 of petty cash for State Agencies (NAS, ICASS, PROGRAM, DS, RSO, OBO, SD Team) and DEA.

### **14. MAJOR DUTIES AND RESPONSIBILITIES:**

**30%**

GSO Property Supervisor: Manages post's non-expendable and expendable property operations. Supervises 2 LES members. Procures supplies as needed with government issued purchase card or petty cash. For all non-expendable items under ICASS control: ensures proper receipt and documentation of all incoming shipments, ensuring they are appropriately stored or delivered; maintains inventory control of stored and issued items; ensures appropriate warehousing and storage of property; conducts annual assessment of all non-expendable property in the office building to assess needs; oversees the pick-up and delivery of furniture, furnishings and appliances; and oversees disposal of official property.

Oversees the non-expendable property installation for residences, including coordinating furnishings, appliances and welcome kits. Coordinates make-ready schedule with Facilities Maintenance Supervisor. Performs periodic checks of service delivery, records and filing.

**20%**

Serves as the Post's primary Point of Contact for the Consulate, and liaisons with all Service Providers, Management, Washington Office of M/PRI and all Customers to ensure post optimizes the use of eServices in order to achieve Departmental goal of meeting and/or exceeding the defined Universal Service Standards by regularly monitoring the CMI database through its share point/website. Monitors performance,

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identifies areas of deficiency, and provides feedback/suggestions to the concerned officials at post, including but not limited to the Management Officer, Agency Heads, Section Heads, Local Supervisors, and working supervisors. Conducts individual or group briefing sessions and presentations, as appropriate, for Service Providers and Customers to better understand the objectives of CMI and the importance of data collection. Compiles and/or generates periodic, as well as ad hoc, reports for post management and/or section heads, as requested and agreed upon, to provide factual as well as analytical feedback based on matrix and data available through CMI database. Communicates effectively and/or persuasively, as needed, with post management, agency heads, section heads, and working level LES supervisors, and M/PRI Officials to ensure post achieves its set targets and service efficiency is improved.

Resolves issues on and receives queries and questions from customers, service providers, and/or M/PRI officials, about e-Services processing to include data entry, process maps, suggestions for improvements or adjustments based on post's individual unique needs, and communicates these queries with concerned officials in Washington and/or at post for resolution/further action, and provides feedback and ensures resolution. Advises post management on ways to develop interest among customers as well as service providers to maximize use of e-services in order to obtain maximum data needed to assess and ensure best results are obtained and highest levels of customer service are maintained.

**20%**

Liaisons with landlords on the maintenance responsibilities of the landlord in all leased residences. Coordinates maintenance schedule between the landlord's contractor and the resident. Maintains records on maintenance performed and correspondence with the landlord and the resident. Follows up to ensure the maintenance has been completed properly and informs the resident of the status.

**10%**

Manages US\$1,000.00 of petty cash for emergency and minor purchases not exceeding US\$ 500.00 for State Agencies (NAS, ICASS, PROGRAM, DS, RSO, OBO, SD Team) and DEA. Collects and examines receipts and other invoicing documents when clearing out advance. Classifies receipts for reimbursement; registers them into the pertaining Agency spreadsheet and account, and fills out cashier reimbursement voucher prior to Management Officer's signature. Keeps file of receipts paid with petty cash.

**5%**

Drafts input for long-term plans for resource allocation, procurement, budgeting, training and contracting. Manages schedules and coordinates GSO special projects to meet

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deadlines. Maintains the GSO SharePoint intranet site, creates informational materials, conducts orientation, drafts correspondence, memos and other material for the GSO section.

**5%**

Tracks utility usage and billing, and oversees the post energy efficiency and recycling program. Maintains the Utility Database Portal. Is the main point of contact for the Electric Company and other utility companies.

**5%**

Serves as back-up for all GSO functions including travel and is an E2 travel arranger. Assists in maintaining relations with hotels and service providers, provides information about mission travel policy and appropriate travel regulations to travelers, assists with VIP travel.

**5%**

Other duties as assigned including special projects.

#### **15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE:**

**A. EDUCATION:** At least two years of post-secondary education with an emphasis in business administration is required.

**B. PRIOR WORK EXPERIENCE:** Three years of supervisory experience. Two years of experience in logistics or inventory management which includes customer service with one year of cash handling experience is required.

**C. POST ENTRY TRAINING:** On-the-job-training (OTJ) on DOS computer system including SharePoint, e2 Travel, eServices, PASS NEPA and other GSO software. OJT on internal SOP and service standards. Total familiarization with the Department of State supply, property and custody records and related ARIBA programs. FSI distance learning courses covering e2 Travel, Travel Regulations and Allowances, WebPASS systems and Contracting Officer Representative (COR) training, Safe Driver Training and other courses as recommended by GSO.

**D. LANGUAGE PROFICIENCY:** Level IV English (fluent) required, Level III Spanish, these will be tested.

**E. JOB KNOWLEDGE:** Must have knowledge of Microsoft Office Suite including MS Word, MS Excel, and MS Outlook required. Knowledge of filing systems, data entry

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skills (35 wpm) necessary to manage property databases, organizational and numerical calculation skills and standard office procedures required. Thorough understanding of American living conditions, expectations and service standards is necessary. Must be able to direct unskilled laborers and perform the work professionally.

**F. SKILLS AND ABILITIES:** Strong interpersonal skills, good customer service skills, ability to prioritize large numbers of varied tasks, good follow-up and ability to organize once given general instructions. Good writing skills (English) required. Good working knowledge of internet based systems. Must have a valid driver's license.

#### **16. POSITION ELEMENTS:**

**A. SUPERVISION RECEIVED:** Reports to the GSO

**B. SUPERVISION EXERCISED:** Under GSO guidance, supervises LES GSO property staff. Acts as COR on Property related contracts and assigns duties to contractors, including janitorial staff, gardening and other contractors in the absence of the GSO and GSO specialist.

**C. AVAILABLE GUIDELINES:** Applicable Department of State regulations, including: Federal Acquisition Regulations, Department of State Acquisition Regulations, Federal Travel Regulations, Foreign Affairs Manual, and Foreign Affairs Handbook.

**D. EXERCISE OF JUDGMENT:** Manages personnel based on available resources and job demands. Advises GSO on all aspects of work and makes proposals on how better to manage GSO functions and delivers GSO ICASS services to the Consulate.

**E. AUTHORITY TO MAKE COMMITMENTS:** Incumbent advises GSO on major commitments and operational changes, but does not unilaterally make such decisions. Incumbent is involved in the implementation of such changes.

**F. NATURE, LEVEL AND PURPOSE OF CONTACTS:** As the point-of-contact for all GSO requests, incumbent has daily contact with all ICASS customers, providing them with necessary information, goods, and services. Incumbent also has substantial contact with local vendors and landlords, and must establish and maintain these relationships to facilitate Consulate services and procurement.

**G. TIME EXPECTED TO REACH FULL PERFORMANCE LEVEL:** One year